



**S T E R L I N G
A S S O C I A T E S , L L P**

April 11, 2008

Mr. Doug Porter
Ms. Heidi Robbins Brown
DSHS Health and Recovery Services Administration
PO Box 45500
Olympia, WA 98504-5500

**ProviderOne Project Quality Assurance Report
Reporting Period: March 2008**

Dear Mr. Porter and Ms. Robbins Brown:

Enclosed is our Quality Assurance report for the March 2008 reporting period. The state and CNSI are close to finalizing the workplan. CNSI has responded to almost all of the over 200 questions DSHS had on the draft work plan. While the go-live date is more realistic, it remains aggressive and any slippage will need to be managed very closely. Initial versions of the plan contained 8-9 weeks of contingency placed after the User Acceptance Testing phase. Much, if not all, of the contingency has been used so there will be little contingency available for the state. This poses a serious risk to the currently planned go-live date of December 6, 2008.

Several issues and concerns have been raised about the operational reporting activities. Resolution of these issues will be necessary for the state to move the system into production. The following six new recommendations related to the reporting activities were offered to the project team mid-month. The associated findings for these recommendations and an updated status are provided in the body of the report.

- *New Recommendation 59* – DSHS should add resources to support scheduling of the review and approval meetings.
- *New Recommendation 60* – DSHS should assess whether “island time” should be made available to the reporting team so that resource constraints are better managed. The reporting work needs to be prioritized in order to meet the current cutover schedule.
- *New recommendation #61* – DSHS should add detailed review tasks to the Integrated Workplan. The dates should be based on the timeline agreements for reviewing and approving the specifications.
- *New recommendation #62* – DSHS should clarify the reporting relationships for the current reporting staff. Additional oversight and support from the project team is likely needed.

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- *New Recommendation #63* – CNSI should reassess or re-confirm its internal quality control processes to ensure specifications delivered to DSHS meet the agreed upon criteria before they are delivered.
- *New Recommendation #64* – CNSI and DSHS should define a management process to address disagreements and/or delays in progress. This should include some discussion and agreement around when and how to escalate issues from the business/functional analyst up through the chain of command. To the extent possible, the process can mirror the “hot list” process, although these expectations will need to be clearly articulated to DSHS and CNSI staff.

Additional details related to project status and recommendations are provided in the enclosed report. Please don't hesitate to call Kimberly Rau or me at 360.956.9064 if you have any questions or concerns.

Sincerely,

Kathleen Nolte

Kathleen Nolte
Director

cc: Robin Arnold-Williams, Secretary
Gary Robinson, Director, Department of Information Services
Blake Chard, Deputy Secretary
Kathy Leitch, Assistant Secretary, ADSA
Rob St. John, Chief Information Officer
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